

Cancellation and Refund Policy

Subscription Services

- Your membership in the subscription program ("Subscription Service"), including your ability to access the services, begins when you have completed the intake form at which time you will be charged for the first month of the Subscription Services.
- The Subscription Services include access to providers, medications where appropriate, and online support. Please review our FAQs below for additional information.
- Please note if you are disqualified by our medical provider for any medical reason you will receive a full refund.

Cancellation Policy

- **You may cancel your Subscription Service at any time for any reason.** To cancel your Subscription Services, please contact customer service at support@xmdwellness.com or call at 801-756-8808 and request a cancellation or through the process outlined in your online account (if applicable).
- To ensure a smooth process, we require your cancellation request to be received at least 72 hours prior to your billing date. If this notice date is not met, your subscription will be charged on the next billing date, and the cancellation will take effect on the subsequent billing date.
- After cancellation, you will continue to receive the Subscription Services through the end of your billing cycle.
- Please see our Refund Policy below to determine if you are eligible for a refund of your canceled Subscription Service.

Refund Policy

- You may request or be issued a refund for your current billing cycle only if, at the time of the request or cancellation, your medication has not been ordered. For new patients this will generally be upon submission of your intake form if no live video visit is required, or at the completion of the video visit if live visit is required. For returning patients this will typically be when a refill intake is submitted for the specific billing cycle.
- Our refund policy adheres to pharmaceutical regulations and best practices. Federal law generally prohibits the return of prescription medications to pharmacies for refund or reuse once they have been ordered to a patient in order to protect public health and safety. If your medication has been ordered prior to cancellation, you are not eligible for a refund. This policy ensures that all medications provided are handled and dispensed with utmost care and compliance. Refunds will only be issued for your most recent billing cycle and will not be issued for past billing cycles.
- **Damaged or Incorrect items:** Please inspect your medication immediately upon receipt. If the medication appears to be damaged or incorrect, please contact customer service immediately at support@xmdwellness.com. In most cases, damaged or incorrect medications will be replaced by the pharmacy. Refunds will be considered on a case-by-case basis upon evidence of damage or that the incorrect medication was received. When possible, the medication will be replaced rather than refunded.
- **FOR SUBSCRIPTION SERVICES, YOUR PAYMENT METHOD WILL BE AUTOMATICALLY CHARGED AT REGULAR INTERVALS AS DESCRIBED DURING THE CHECKOUT PROCESS FOR THE APPLICABLE SUBSCRIPTION SERVICES. YOU MAY CANCEL A SUBSCRIPTION AT ANY TIME THROUGH YOUR XMD WELLNESS ACCOUNT OR BY CONTACTING XMD WELLNESS, AND THE CANCELLATION WILL TAKE EFFECT THE DAY AFTER THE LAST DAY OF YOUR CURRENT SUBSCRIPTION PERIOD.**

XMD Wellness may make changes to recurring subscription fees associated with the Subscription Services from time to time. Price changes will take

effect at the start of the next subscription period following the date of the price change and, by continuing to use the Services after the price change takes effect, you will have accepted the new price. If you do not agree to a price change, you can reject the change by canceling your Subscription Service prior to the price change going into effect.

YOU ACKNOWLEDGE AND AGREE THAT DUE TO THE NATURE OF THE PRODUCTS AND SERVICES PURCHASABLE THROUGH THE SERVICES, ALL SALES ARE FINAL AND ANY APPLICABLE FEES AND OTHER CHARGES, INCLUDING FEES FOR SUBSCRIPTION SERVICES, ARE NOT REFUNDABLE IN WHOLE OR IN PART. YOU ARE FULLY LIABLE FOR ALL CHARGES TO YOUR ACCOUNT, INCLUDING ANY UNAUTHORIZED CHARGES.

Guarantee Refund Policy

We offer a refund for the first four months of billing if, after your first 16 weeks in the program, you do not lose 10% or more off the baseline weight you reported in the Company's initial intake assessment.

Qualifications: To qualify for our weight loss guarantee, you must adhere to the following conditions:

1. Be a new customer who has completed the initial intake assessment form with accurate weight reporting.
2. As directed by your clinician, taken weekly doses of your prescribed weight-loss medication (compounded semaglutide or tirzepatide) for 16 consecutive weeks, for a total of 16 total doses.
3. Not been prescribed on any weight loss medications other than those prescribed by the Company in the past 12 months.
4. Fail to lose 10% of your baseline weight after your first 16 weeks in the program.

Verification Methods: To qualify for this refund, you must email us at support@xmdwellness.com and indicate which option you will pursue to provide verification of your weight loss.

Option 1:

Doctor Attestation

- (a) Procedure: Schedule a consultation with a healthcare provider who will verify your weight loss.
- (b) Requirements: The doctor must be a licensed physician or a qualified healthcare professional. The doctor must provide written attestation confirming your weight and the 7 percentage of weight loss achieved during the four-month period. The doctor must also document the date on which the weight is measured.
- (c) Submission: The attestation must be submitted to us within 14 days of sending the refund email

Option 2:

Self-Recorded Video

- (a) Procedure: Record a video of yourself stepping onto a scale, clearly showing the weight reading.
- (b) Requirements: Ensure the scale is properly calibrated and the weight reading is clearly visible. The video must be recorded in a well-lit area and include a clear view of the scale and your weight. After stepping on the scale, please clearly and audibly recite the 5-digit code sent from support@xmdwellness.com. The video should be no longer than 30 seconds. The video must be sent to support@xmdwellness.com within 24 hours of receiving the 5-digit code.
- (c) Submission: The video must be submitted to support@xmdwellness.com.

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Verification Process:

- (1) Review: All submissions will be reviewed by our team to ensure compliance with the verification requirements.
- (2) Approval: Refund eligibility will be confirmed based on the accuracy and authenticity of the submitted verification. We will only evaluate submissions materials after all necessary materials as outlined in Option 1 or Option 2, as appropriate, are provided. The final eligibility decision is made at the sole discretion of the Company.

Additional Conditions:

- (1) Refund Processing: Approved refunds will be processed within 30 days of verification. The refund will be limited to equal the patient's Program Membership Fees paid over the first four months. For the avoidance of doubt, any incidental costs, including costs related to the medical attestation under Option 1, will not be included in the refund. Refunds will be credited to the original payment method.
- (2) Terms of Participation: By participating in this program, you agree to these terms and conditions and acknowledge that adherence to the program and accurate reporting are essential for qualification.
- (3) Changes to Terms: We reserve the right to update these terms and conditions, including those provisions relating to the Weight Loss Guarantee at any time. Any changes will be communicated through our platform and will apply to all future claims.

Subscription Services FAQs

- What is included in my Subscription Services price?
 - Your Subscription Services represents a single price for the subscription purchased. This may include consultations both live and via electronic form submissions and reviews with a Provider for medications that are fulfilled through a pharmacy or other health care services on which we collect payments, lab services, care support, 24/7 patient support line and other services to support your medical weight loss journey. Services, labs and medications covered with the single Subscription Service price may vary.
- What if my provider determines I am no longer eligible for the Subscription Services?
 - If your Provider determines you are no longer eligible for the Subscription Services, your subscription will be canceled, and a refund may be issued. If you have questions or concerns about an eligibility-initiated cancellation, please contact our customer service at support@xmdwellness.com or 801-756-8808.
- Unless otherwise stated herein XMD Wellness' Terms and Conditions govern the Subscription Services Cancellation and Refund Policy.
 - Xyngular Policies and Procedures
 - In all events you are responsible for all fees from services and healthcare Services rendered, this Subscription Services Cancellation and Refund Policy governs fees for Subscription Services only.